

**CITY OF ASHEVILLE, NORTH CAROLINA
CLASS SPECIFICATION**

**SECRETARY SENIOR
VARIOUS DEPARTMENTS**

GENERAL STATEMENT OF DUTIES

Performs a variety of moderately complex clerical and secretarial duties in support of activities in a City department or division. Characteristic of this position is the employee's considerable knowledge of department functions and activities.

DISTINGUISHING FEATURES OF THE CLASS

An employee in this class performs clerical, secretarial and public contact duties to assist a first-level manager. Work includes receiving and preparing a variety of correspondence, screening and independently handling a variety of routine inquiries by telephone and in person, scheduling meetings and appointments, and maintaining a variety of records and files. Additional responsibilities may include performing basic accounting duties such as collecting fees and maintaining routine bookkeeping records; and maintaining a variety of records. Work is characterized by its emphasis on providing support and on the employee's considerable knowledge of the department. Employee processes information using a variety of computer-driven word processing, spread sheet and file maintenance programs. Work includes assimilating information from a variety of sources to compose correspondence, prepare meeting minutes and agendas, generate reports and provide informational data. Employee may instruct or oversee activities of less-experienced clerical personnel, and/or assist and advise other personnel in specialized activities. Duties assigned to employees in this class may vary according to the needs the department assigned and/or allocation of workload. Employee must exercise independent judgment, discretion, and initiative in completing assignments, and handling difficult public contact situations requiring considerable tact and knowledge of City policies, procedures and programs. Work is performed under general supervision and is evaluated through observation and conferences.

ILLUSTRATIVE EXAMPLES OF WORK

ESSENTIAL JOB FUNCTIONS

Receives telephone calls and visitors; gives out information regarding department activities and programs; refers calls or visitors to appropriate City officials.

Composes and/or types material from typed or handwritten copy or dictation to

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prepare correspondence, budgets, statistical and narrative reports, manuscripts, schedules, news releases, work orders, purchase orders, forms, logs, etc., which requires use of a variety of complicated formats; chooses or develops formats for reports, forms, and other documents; proofreads material prepared by others; assumes responsibility for accuracy of spelling, punctuation, format and grammar.

Utilizes computerized data entry equipment and various word processing, spreadsheet, file maintenance, and/or database programs to enter, store and/or retrieve information as requested or otherwise necessary.

Maintains and processes payroll records; processes reimbursement vouchers.

Prepares purchase orders, requisitions, check orders, and/or checks; checks items received.

Coordinates meetings and establishes appointments on behalf of supervisory personnel; advises supervisor of upcoming appointments, deadlines, events, etc.

Attend meetings to take notes or record proceedings, and prepares, distributes and files meeting minutes.

Maintains contact with personnel regarding office activities and deadlines; may contact personnel via two-way radio; may notify outside agencies of activities as necessary.

Collects fees for various services and maintains related records; may monitor budgets and expenditures, prepare budget revisions and transfers, and analyze ledgers.

Establishes and maintains a variety of files.

Processes outgoing mail; sorts and distributes incoming mail.

Operates facsimile machine to transmit and receive documents; transmits and receives messages via e-mail.

Assists and advises less-experienced personnel, ensuring adherence to established policies, procedures and standards; supervises activities of volunteers.

Maintains office supply inventories.

ADDITIONAL JOB FUNCTIONS

May oversee maintenance of office machines, contacting service personnel as necessary.

Performs related work as required.

KNOWLEDGE, SKILLS AND ABILITIES

Considerable knowledge of the organization and functions of the area of assignment.

Considerable knowledge of modern office practices, procedures, equipment and advanced clerical techniques including a knowledge of popular computer-driven word processing, spreadsheet, and file maintenance programs.

Considerable knowledge of arithmetic, spelling, grammar, punctuation and vocabulary.

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Considerable knowledge of City and departmental rules, regulations, policies and procedures, and the ability to interpret them.

Working knowledge of standard accepted principles of bookkeeping.

Working knowledge of the principles and practices of modern office management.

Skill in the operation of computer-driven data entry equipment.

Ability to develop and modify work procedures, methods and processes to improve efficiency.

Ability to maintain complex records and to prepare accurate reports from statistical or other types of technical information.

Ability to compose effective correspondence.

Ability to assign and review the work of less-experienced clerical personnel.

Ability to deal with people in a tactful and effective manner.

Ability to communicate effectively in oral and written form.

Ability to establish and maintain effective working relationships as necessitated by work assignments.

MINIMUM EXPERIENCE AND TRAINING

Graduation from high school supplemented by college-level course work in secretarial science, and 1 to 2 years of experience in clerical work; and/or any equivalent combination of training and experience required to perform the essential position functions.

COMPETENCIES

Technical Competency: Ability to use the tools and concepts of the specialty area in which the employee works. Includes using appropriate processes, procedures, resources, and work or professional standards.

Interpersonal Competency: Ability to work with people, develop and maintain work relationships, communicate, manage conflict, and perform as an effective team member.

Intellectual Competency: Ability to think, learn and process information. Ability to solve problems and gather necessary information. Includes having math and reading skills appropriate to job level.

Customer Service: Ability to identify customers, determine the valid needs of a situation, and provide service or service recovery in a manner that satisfies the customer.

Organizational and Community Sensitivity: Ability to take the larger perspective into account, recognize organizational and community priorities and balance actions appropriately.

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Physical Skills: Ability to perform required jobs with adequate strength, dexterity, coordination and visual acuity (with reasonable accommodation[s] if needed) and in a manner that does not pose a direct threat to the health or safety of the employee or others in the workplace.

Salary Grade 8
Non-Exempt